



Papagayo Curacao Sustainability and Social Impact Highlights

Tourism has an increasingly critical role to play in taking on our world's most pressing social, environmental and economic challenges. We are committed to integrating leading environmental and social practices into our daily operations. We aim to reduce the negative environmental and social impact of our business activities by focusing on sustainable, responsible and local sourcing. Our Sustainability and Social Impact Highlights focus on our progress and achievements in 2022-2024.

Our portfolio consists of 4 entities:

Papagayo Beach Hotel.

Papagayo Beach Resort.

Papagayo Beach Club

Papagayo Beach Plaza.

Our People

As one of the world's fastest growing industries, tourism is well positioned to help offer a solution to the problem of underemployment and unemployment. We partner to ensure workplace readiness and access to opportunities through our business by focusing on diverse populations young, women and people with disabilities. Our culture drives our efforts to care for both our team members and our guests. Over 300 team members work in papagayo Curacao.

Papagayo Curacao targets 2024

In 2024, our goal is to succeed:

Reducing power consumption by 8%

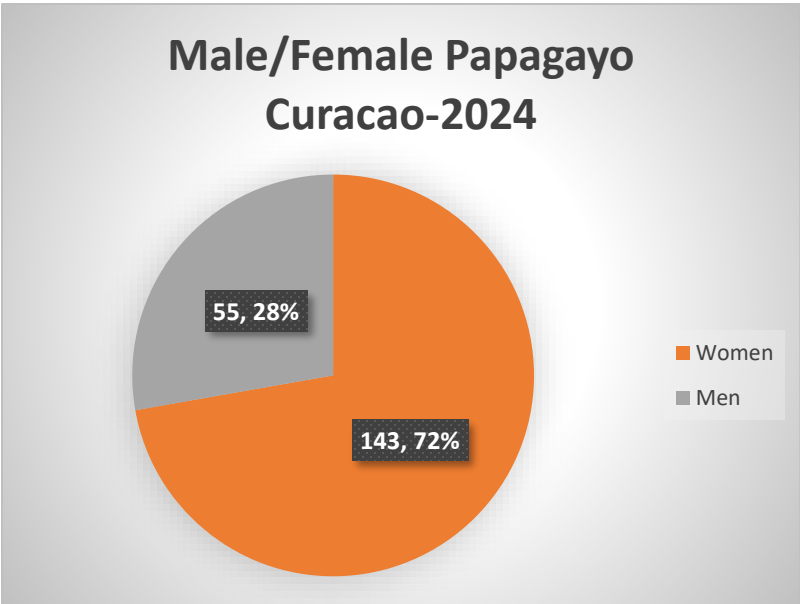
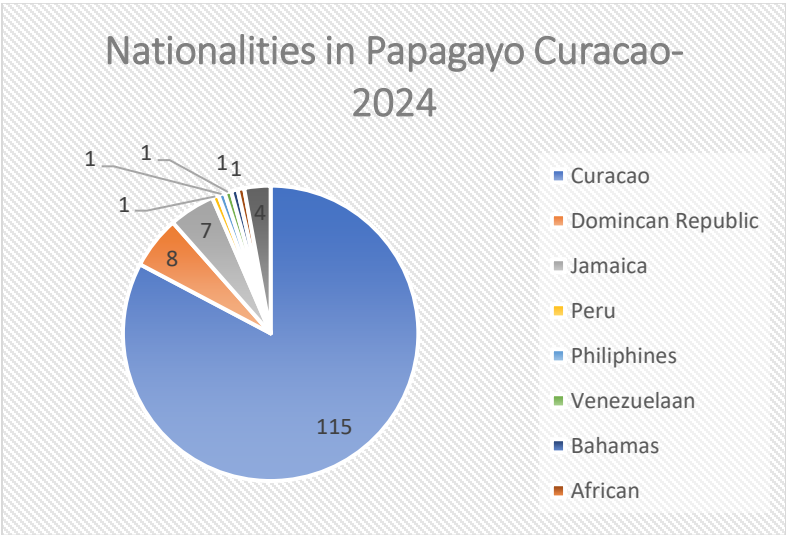
Changing all light bulbs to LED light bulbs on all our properties 100%.

Reducing water consumption by 10% compared to 2023.

Reduce the use of plastic trash bags by 65%

Diversity

Papagayo curacao has value for diversity and inclusion. Our core values are built upon the happiness and wellbeing of our team members. Embracing differences is paramount to our success as one of the leading hospitality providers in Curacao. Taking care of people and putting their wellbeing above all is our mantra.



Papagayo Beach Hotel

Papagayo Beach hotel is a 4**** seaside hotel with 155 rooms located at Jan Thiel and 14km from Curacao international Airport. Papagayo's modern feel continues throughout the hotel's interior while the tropical elements embrace the whole look and feel of the hotel. Each room is styled in minimalist decor, yet with all the amenities you require on hand. The same applies to the accessibility of the surrounding area, where everything you need is within reach.



Papagayo Beach Resort

Travelling as a family can be stressful, with parents and children often harboring different holiday needs. Papagayo Beach Resorts utilizes over two decades of experience in designing exciting and enlivening experiences for all families, ensuring that children have lots of activities to keep them challenged and engaged, and parents can satisfy their craving for rest and relaxation. The epitome of family fun in the sun. located in Jantheil which is 14km from Curacao international airport. Papagayo Beach resort prides itself with 80 villas of which 3 are royal suites and 2 presidential suites with state-of-the-art interior decor.



Papagayo Beach plaza

Discover Papagayo's versatile shopping plaza sandwiched between the hotel and the resort. 7 days a week, within walking distance, an array of boutiques for clothing, shoes, and gifts at your service.



Papagayo Beach Club

Papagayo Beach Club is one of the trendiest hotspots on Curaçao with a sparkling infinity pool and an enticing white sandy shoreline.

From sleek lounge areas to colorful chairs there are plenty of spots to bask in the sun.

Papagayo Curacao Sustainability and Social Impact report Reviewed by:
AN



Sustainability

We believe that, with the support of our guests, staff and tenants, we can improve our services and the experience of our clients, while at the same time we can contribute to upgrading our area and helping our community.

Our goals are:

To improve the satisfaction of our clients. Following our guests' opinions after collecting their questionnaires via our web-based application, we encourage our guests to support recycling, and to save energy and water. We install recycling bins in many areas of our hotel, resort beach club and plaza. We provide our guests with sustainability information in their rooms and in the common areas of our properties.

To have a fair relationship with our staff:

Our staff is a key factor in developing our company in the long term. We consider the members of our staff very important, and we target developing their skills, and improving their working conditions. Continuous education and specialization and the creation of a safe and pleasant work environment are a priority of Papagayo Curacao for better performance of our employees and, consequently, improving our services.

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- ❖ All employees are equal and have equal opportunities to evolve.
- ❖ We do not discriminate when hiring staff (based on sex, age, color, religion etc.).
- ❖ Also, our company seeks to respect the human rights of all employees within the hotels as well as complying with all national laws.
- ❖ To ensure remediation of possible abuses, we have an open-door policy which is applicable to the whole Papagayo curacao. Any employee with concerns regarding the human rights impacts of our company's activities may raise these through the internal open door policy procedure process.
- ❖ One of our main concerns is to ensure healthy and safe working conditions for our staff. To achieve that, we comply with the Labor law, and we follow the instructions of our health & Safety procedures.

To improve our relationship with the local community, and to protect the environment.

Respect for the environment and the sense of responsibility towards the local community are important priorities for papagayo Curacao. Recognizing that a business affects and is affected by the environment and by society, Papagayo curacao is promoting recycling, by implementing ecological policies in their operations by training our staff and management. Equal opportunities development of human resources, respect for human dignity, improvement of living standards, use of renewable energy in Papagayo Curacao.

Social Responsibility

We are proud to partner with the following organization below to better serve our community and environment.

1. Funditut(communitiy project)
2. Foundashon Kontakto(communitiy project)
3. Branch Koral Foundation (Coral reef restoration)



Fundashon Kontakto



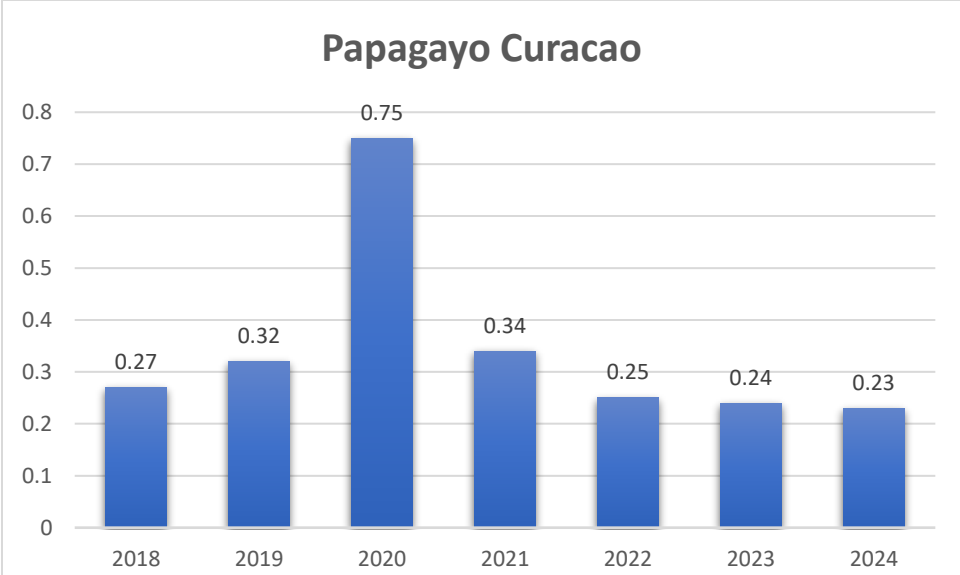
Sustainable responsible operations.

Our stakeholders, team members and our guests want us to demonstrate how seriously we face issues such as climate change, water scarcity, utility consumption and environmental preservation. While integrating sustainability across our value chain and mitigating climate-related risk, we are working to reduce our environmental impacts by sustainably managing our energy and water use, reducing our waste and increasing the use of renewable energy. Papagayo curacao has invested heavily in 2021 in wastewater management. In the year 2022, most of the traditional bulbs in our properties were replaced with energy efficient bulbs(led). In 2023, the management of papagayo has invested in replacing all traditional gardens and parking lot lights to powered solar lights. This will have a great impact on the 2024 sustainable goal of papagayo Curacao.

Water Management.

Due to the global water shortage, we are facing, we consider that it is very important to contribute in saving water. However, 2020 was a challenging year due to Covid19, that resulted in much lower occupancies in both the papagayo beach hotel and resort. This resulted in bigger water consumption per guest per night. We gradually reduce the flow of all faucets, by changing filters. We inform guests on ways of saving water, with information provided in the rooms, through the hotel's tv channel, and with our staff on saving water, on annual basis. Papagayo curacao invested heavily in 2021 on water treatment plant to produce treated wastewater for gardening and landscaping.

The progress we have made can be shown in the following tables:

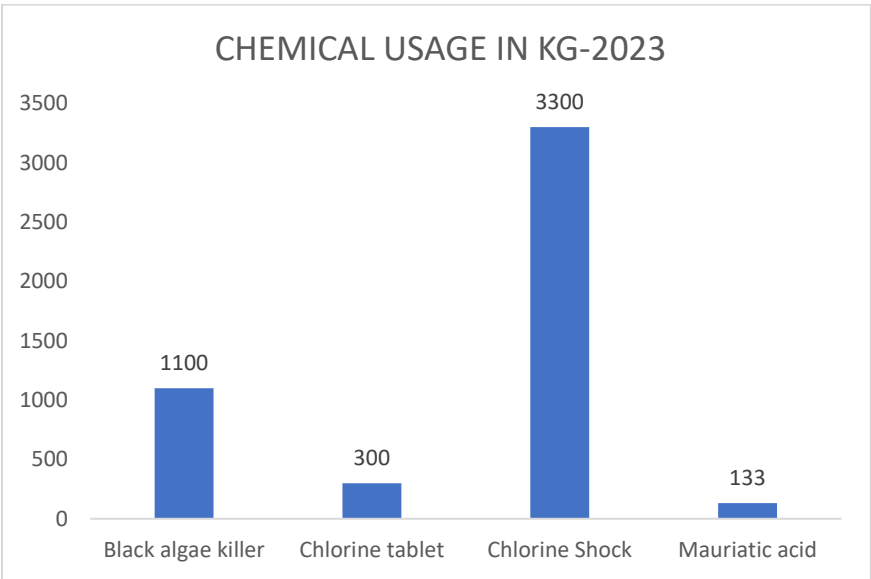
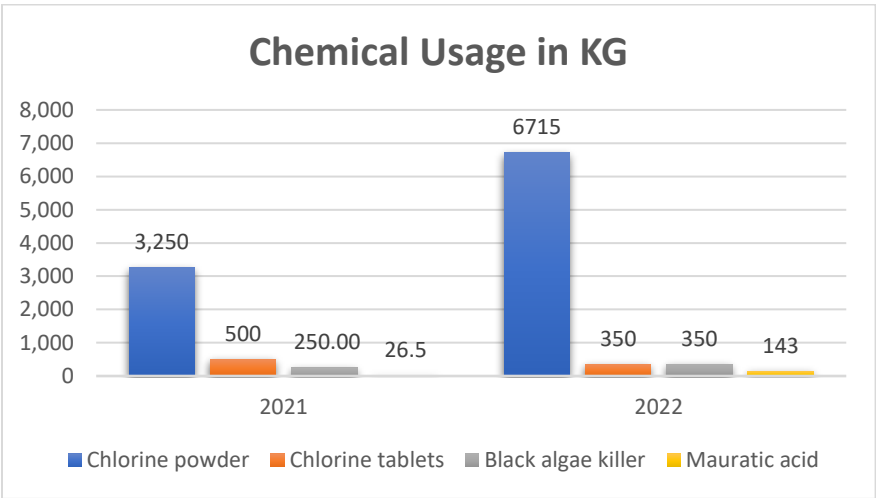


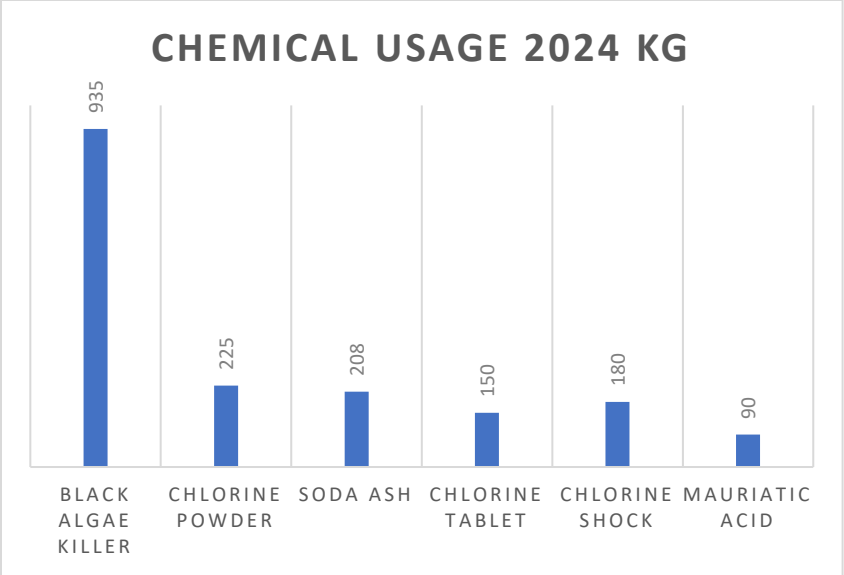
Energy management

It is a well-known fact that hotels use big amounts of energy for daily operations. But we are conscious of our responsibility to contribute in the reduction of energy waste. During 2020 covid pandemic, we gradually change all our light bulbs to LED bulbs. We inform our guest and train our staff on saving power on annual basis, with information leaflets in the rooms, through the hotel’s tv channel, and with announcements in the common in order to reduce the A/Cs usage. We replaced all the A/C units with new ones that consume less energy and replaced all electric water heaters to solar powered water heaters.

Chemicals Management

Chemicals have bad effects on the environment. Our goal is to reduce the use of chemicals, and when they are necessary, to make safer usage of them. Also, when we choose between chemicals, we choose the ones with less environmental side effects. Also, we have a recently and well-maintained water cleaning system in all our swimming pools, which leads to less usage of chemicals. The maintenance and pool team gets regular training on using chemicals safely in Papagayo.

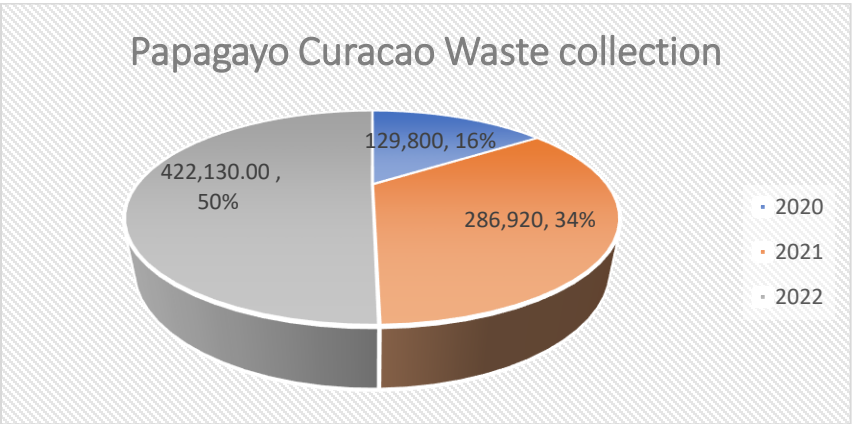




Waste Management

Recycling is one of our main areas that we are convinced to improve instantly. We reuse paper for internal use when it is possible. Additionally, we communicate internally through e-mails, in order to reduce printing. In 2018, we installed recycle bins in all common areas and in our restaurants, to collect separately paper, glass, plastic. Papagayo signed an agreement with Fuse Caribbean in partnership with Kooyman to be recycling all plastic waste to make recycle planks.

The result of waste collected from the papagayo in 2020, 2021 and 2022 is illustrated below.



Waste in KG 2023/2024

